

City of Hartford



Procurement Card Program Department Card Coordinator Manual

June 14, 2004

V 3.2

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NOTE: The information and forms contained in the appendices may be updated from time to time. The latest revisions will always be available on the web at:
http://www.hartford.gov/purchasing/P_Card.htm

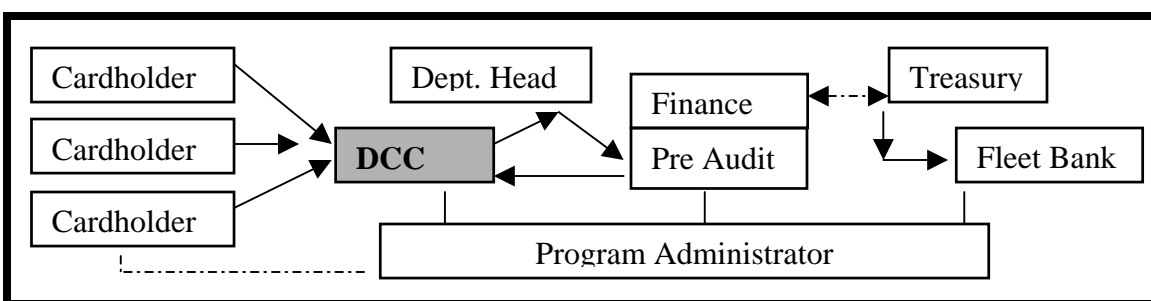
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Overview

The City of Hartford Purchasing Card (P-Card) program is a procurement tool that increases efficiency in the purchasing process, reduces administrative costs and improves managerial control.

The Purchasing Card Program substitutes credit cards for non-purchase orders (NPO's), requisition invoices (RI's) and small dollar purchase orders. Employees approved by administrators in both their department and the Finance Department, are issued a MasterCard, provided by Fleet Bank. These employees use their P-Cards to purchase job-related merchandise on behalf of the City of Hartford or for business related travel needs.

A GRAPHICAL VIEW OF WHERE THE DCC FITS IN THE P-CARD PROGRAM:



Daily, weekly and monthly cardholder activity is monitored using an internet-based application called Smart Data Online ("SDOL"). SDOL allows personnel in participating City departments and in the Finance Department to run reports, track activity, and integrate transaction data into the City's accounting software (SmartStream).

The P-Card utilizes electronic processing to create efficiencies. The P-Card program's goal is to reduce or eliminate certain types of paper-based processing, thereby saving City employees time and effort. The P-Card is not intended to change what items are purchased — only the method by which they are paid.

Throughout the life of the program, you may refer to the City's P-Card homepage at http://www.hartford.gov/purchasing/P_Card.htm for manuals, forms, news, updates, and other P-Card related materials.

Smart Data Online

Whenever a P-Card is used for purchases, information on that transaction (dollar amount, date, vendor, card number, etc.) is automatically transmitted to MasterCard. P-Card transactions generally become available in SDOL within seventy-two hours after they are made, and appear with all relevant information (dollar amount, date, vendor, partial card number, etc.). In SDOL, users will associate unique information with individual transactions. Through SDOL, the City's Finance Department will export transaction information and incorporate it into SmartStream.

In the City of Hartford's P-Card program, SDOL access will be available to cardholders, Department Card Coordinators, Finance, department heads, and higher. SDOL is accessed through a user ID and password, both of which are distributed by the Program Administrator when a cardholder joins the P-Card program.

Users may logon to the SDOL website at <https://sdol.fleet.com>

Hierarchy

The City's purchasing card program is organized according to a hierarchical plan. This hierarchy is built into the SDOL application, and serves as a framework for reporting as well as the card program structure.

Please refer to the charts located in Appendix A for a breakdown of program responsibilities according functional area.

Cardholder

Any individual who has applied for and received a P-Card is considered a cardholder.

Once the cardholder has attended a Cardholder Training session, signed a Cardholder Agreement, and received a card, he/she is ready to being using the P-Card.

The cardholder retains receipts and all other documentation for each transaction (noting where/how the item was used). The cardholder submits this documentation weekly, at a minimum to their designated P-Card Coordinator. Appendix B outlines the processing cycle schedule and deadlines for cardholders to submit transaction documentation to their Coordinator. The cardholder, or an assigned designee, is responsible for verifying the purchases on SDOL. The cardholder is not responsible for voluntarily limiting his spending, unless otherwise instructed by his Department Card Coordinator or the Program Administrator.

Department Card Coordinator (DCC)

Each department has designated one or more persons to perform the duties of Department Card Coordinator. The Department Card Coordinator is responsible for all aspects of the P-Card program within his/her department. These responsibilities include naming cardholders, supervising card activity, approving P-Card transactions for payment, and providing required payment-related information to the Finance Department in a timely manner.

The Department Card Coordinator is also authorized to issue instructions to his/her cardholders on how to use the P-Card, what to purchase with the P-Card,

etc. The Department Card Coordinator is expected to cooperate with the Program Administrator when developing and enforcing departmental "P-Card policies." The Program Administrator must receive written copies of all departmental P-Card policy.

Please note that a Department Card Coordinator should never approve of his/her own card activity. When the policies described in this manual and/or the Program Manual creates a situation in which the Department Card Coordinator would approve his/her own card activity. Likewise, the Department Director should defer to his/her assistant director and ask the assistant to perform the review and approval when the director has P-Card activity.

Program Administrator

The Program Administrator directs all aspects of the City's Purchasing Card Program in all departments. The Program Administrator is responsible for the entire P-Card program including oversight, staff coordination, communication with department-level users and cardholders, and the overall growth and direction of the program.

The Program Administrator is additionally responsible for directing the use of City of Hartford P-Cards in an efficient fashion, including analyzing City P-Card policy and recommending changes as necessary. To this end, the Program Administrator also plays a role in selecting cardholders.

The Program Administrator serves as your first point of contact for all P-Card related issues, including SDOL-related issues.

See Appendix C for contact information for the Program Administrator

Cardholder Application Procedures

The Cardholder Application form and procedure may be found at the City's P-Card homepage: http://www.hartford.gov/purchasing/P_Card.htm.

When the applicant has completed the application, he/she submits it to his Department Card Coordinator. The Department Card Coordinator has the option of approving or denying the application. When making this decision, careful consideration should be given to the information provided by the applicant.

Upon DCC approval, the application should be submitted to the Department Head/Director for approval. Once approved by the Department Head/Director, the application should be forwarded to the Program Administrator.

If the Department Card Coordinator denies the application, the application is considered "vetoed." No P-Card may ever be issued without the consent of the Department Card Coordinator who oversees accounts from which that P-Card

will draw. The Department Card Coordinator need not attach denial criteria, and may forward the denied application to the Program Administrator for filing. The department is encouraged to keep copies of all applications for its records.

The Finance Director and Program Administrator both have the opportunity to approve or deny the application. Any party's denial of the application is considered a "veto" of the application. The Program Administrator additionally has the opportunity to modify the Department Card Coordinator's recommended spending and MCC limits, although this step will only be taken after consultation with the Department Card Coordinator.

The successful applicant must attend a cardholder training session and sign the City's Cardholder Agreement before receiving his/her plastic. When the new cardholder receives a card, the Program Administrator sends a memo to the department's director and department card coordinator informing them that the account has become active.

Once a cardholder is established, the DCC will need to setup the standard "entity" and "cost center"

Cardholder Application Best Practices

- **Only give out as many P-Cards as absolutely necessary.**

Not every employee who wants a P-Card will use it enough to justify having it.

When reviewing cardholder applications, pay careful attention to questions #2 and #3. The responses should provide insight into potential card activity.

- **P-Cards are not tied to job description.**

An applicant is not entitled to hold a P-Card simply because his/her predecessor held one. The department P-Card Coordinator is responsible for determining each individual applicant's fitness to hold a P-Card.

Card Limits

Each P-Card is configured with built-in limits that govern where, when, and how the P-Card is used. Limits are typically unique to each card. There are two types of limits the City will set: spending, and MCC.

Spending Limits

P-Cards can be configured to prohibit spending greater than a specified ceiling over a specified period of time. Spending limits will be set on at a per transaction and monthly level. (i.e., \$2500 per transaction; \$5000 per billing cycle) The per-transaction limit is mandatory for all City of Hartford P-Cards, and is applied at the cardholder level.

MCC Limits

“MCC” refers to a Merchant Category Code. When signing up to accept MasterCard, a merchant is assigned a category-classification to describe what type of business it is. (i.e., Amato’s Toy & Hobby might be identified as a toy store) Cards can be configured either to spend only at or not to spend at specified MCCs.

The Finance Department has developed a group of blocked MCCs that the City never anticipates having to use—classifications such as gambling, escort services, etc. This Merchant Category Code group will be applied to all City employees.

Setting up Card Limits

Card limits are implemented based on spending patterns and DCC/Finance approval.

Each participating department is to be started at the City’s default spending limits and MCC restrictions when joining the City’s P-Card program. These controls will be applied to all P-Cards in the department unless alternate spending limits are requested for an individual card.

If the Department Head/Director approves a cardholder application, he/she may attach alternate spending limit and/or MCC controls that will be applied to only that P-Card.

Changing Cardholder Limits

A cardholder may use the “Cardholder Limit Change Request” form to modify his/her P-Card limits. This form is initiated by the cardholder, and is available on the City’s P-Card homepage at http://www.hartford.gov/purchasing/P_Card.htm. The form requires the cardholder to provide a reason for changing his/her card limits and—like the initial application—must be approved by the cardholder’s Department Card Coordinator, Department Head / Directory, the Finance

Director, and the Program Administrator. Once approved the Program Administrator will initiate the change.

Requests to change department default limits or department-wide MCC restrictions should be addressed to the Program Administrator in writing, using the [Cardholder Maintenance](http://www.hartford.gov/purchasing/P_Card.htm) form available at http://www.hartford.gov/purchasing/P_Card.htm.

Card Limits Best Practices

- **Make the most of per-transaction and per-month spending limits.**
Each card must have them, and the two limits are the City's principal means of controlling card spending. A per-transaction limit should exceed \$2500 only for a cardholder whose activity frequently requires a higher limit.

Travel Policy

Cardholders are strongly encouraged to use their P-Cards for work-related travel. Travel plans (including conference registration) must, however, be disclosed to and approved by the department head in advance of booking. Travel-related purchases made without an approved "Request" form are considered non-compliant. Cardholders using a personal automobile for travel are additionally informed that P-Cards are never to be used for gasoline for a personal automobile.

Documentation

By law, the City of Hartford is required to keep supporting documentation for all disbursements. Under the old system, receiving reports and invoices fulfilled this requirement. Under the P-Card program, transaction documentation fulfills this requirement.

Each cardholder is trained on what constitutes "acceptable documentation" in the Cardholder Training program. Packing slips (for mail, phone, fax, or internet orders) or order forms (for mail or fax orders) may be used as documentation. In most cases, however, a simple sales receipt suffices. Acceptable documentation must be itemized (i.e., list all items purchased separately), and must include pricing information.

Each cardholder retains documentation for each transaction, and submits it to their department card coordinator, at a minimum, on a weekly basis. Documentation is used to determine expenditure accounts and establish the transaction as official city business.

If no documentation is present—or if the documentation is unacceptable—the Coordinator will first contact the cardholder and attempt to recover the

documentation. Copies of receipts may be requested through Fleet Bank. Departments will be charged a fee of \$7.50 per receipt copy. Copies can be requested by submitting the Transaction Dispute/Retrieval Form and procedure found at the City's P-Card homepage: http://www.hartford.gov/purchasing/P_Card.htm.

Continual loss of receipts by a cardholder will result in revocation of card privileges.

Documentation Best Practices

- **Be strict in enforcing documentation rules.**

Sales receipts are the City's principal source for line-item detail. The City has not only a financial responsibility, but also a legal responsibility to collect these receipts.

Cardholder receipt retention and submission is a crucial and mandatory part of the P-Card process.

- **Do not allow cardholders to lose documentation.**

The Transaction dispute/Retrieval Form exists for exceptional cases, and should not be used frequently.

Cardholders who fail to submit acceptable documentation should expect, at a minimum, their card activity to be scrutinized very carefully. Cardholders who have a history of failing to submit acceptable documentation may have their card privileges revoked.

Transaction Processing

All P-Card activity is subject to two recurring processes: the Ongoing Activity process and the Billing and Payment process. The Ongoing Activity process takes place on a weekly basis. The Billing and Payment Process takes place monthly following the end of the billing cycle, and is performed by the Pre-Audit department.

Ongoing Activity Process

Based on the Processing Schedule (Appendix B), cardholders submit their P-card receipts to the designated Coordinator in their department. The cardholder is responsible for printing the Cost Allocation Detail Report for the specified time period. Receipts are then attached to the report and forwarded to the department card coordinator. This information helps the Coordinator determine an appropriate expenditure account. It also helps the Department Card Coordinator to determine the need to split any transactions.

If you have cardholders who do not have internet access you will need to print their on-line statement and give it to them by noon every Friday. They will compare purchase receipts to this printed Cost Allocation Detail Report. If all transactions are correct they will sign and initial the statement and return it to you with receipts attached. Any disputed items should be marked and the dispute process, as outlined below, followed.

Transactions generally become available in SDOL approximately seventy-two hours after they are made. The Coordinator identifies and updates transactions posted in SDOL. Accounting information is entered for each transaction based on receipts-in-hand. At this stage, the Coordinator updates the following accounting information: Entity, Center, Account, Project and Function. Once accounting information is updated, the Coordinator checks the Supervisor reviewed flag as well as other flags as appropriate (goods not received, disputed item). Transaction information that is exported to SmartStream is based on the entry completed by the Department Card Coordinator.

Please note that we encourage this process to be ongoing: as receipts are received, they are updated in SDOL. At a minimum, however, this process must be completed weekly. Finance exports whatever information you provide, and updates SmartStream on a weekly basis. Any significant delay in updating P-Card transactions will impact the accuracy of your expenditure accounts.

Ongoing Activity Process Best Practices

- **Select the appropriate expenditure account**

You will not have the opportunity to change the expenditure account before final posting. Your input is used to book the expenditure to the Ledger and decreasing the available funds. Each cardholder is set-up to have a default value for the accounting distribution. If no changes are made prior to extract, this is the account that the charges will be posted to in Ledger. Check the Available Balance for the account prior to coding to minimize the possibility of having a negative available balance. Submit Budget Advices to move budgeted funds from one account to another.


- **Keep receipts separate**

When you have processed a receipt, be sure to keep the receipts separated by cardholder. The receipt packets must be forwarded to the Pre-Audit on a timely basis

Split Transactions

Occasionally, a cardholder may make a transaction that draws from more than one expenditure account. This is called a split transaction.

Cardholders are instructed to inform the Coordinator of the nature of their transactions when submitting transaction receipts, thereby giving the Coordinator an understanding of how to charge the transaction.

Transaction requiring a charge to be allocated among multiple expenditure accounts should be split in SDOL. To split a transaction, click the Split button in the SDOL Financial Transaction  Summary screen.

A transaction can be split up to 100 ways, either by flat amounts or by percentages. Transactions can also be un-split. All information on splits should be noted on the back of the appropriate receipt or documentation. Please note that a split transaction is not the same as a split payment.

Auditing

Each department conducts simple transaction auditing as part of the Ongoing Activity.

P-Card auditing activity is nearly identical to auditing activity performed under the old system. Department Administrators and Coordinators review transaction receipts and billing statements for completeness, accuracy, and propriety, thereby ensuring that the P-Card is being used properly.

Departments may also request that the Finance Department and Procurement Services pay special attention to certain activity in their auditing activities. To do this, inform the Program Administrator in writing of your request. The Program Administrator will coordinate the efforts of Finance Department and Procurement Division staff to accommodate your request.

What to Look for When Auditing

- An obviously split payment (i.e., consecutive transactions at a single vendor that collectively exceed the cardholder's per-transaction spending limit)
- A transaction at an unfamiliar or unknown vendor.
- A transaction that appears to circumvent an existing City or State contract.

- A transaction that appears to be non-official.
- A transaction that is not consistent with the cardholder's historical activity.
- A transaction that violates citywide or departmental policies.

Any of these instances should first be investigated with the cardholder to clear up any possible misunderstanding, and then referred in writing to the Program Administrator.

Auditing Best Practices

- **Review transaction receipts closely.**

Except in the case of vendors who have advanced data-capture abilities, transaction receipts are the City's principal source of line-item detail for P-Card purchases. Scrutinize the receipts when they are received

If a cardholder has a history of failing to produce acceptable transaction receipts, you should be concerned and it should be addressed with the cardholder.

- **Emphasize activity that you feel requires special attention.**

As department-level administrators, you are most familiar with your employees. Focus on cardholders or high-value activities that most need auditing. Never fail to review transaction activity, but direct your energy where it is most needed.

- **Better safe than sorry.**

If something looks even a little suspicious, inform the Program Administrator.

Disputes

As a MasterCard customer, the City of Hartford has the right to dispute inaccurate billings. These disputes are detected at the cardholder and/or department card coordinator level.

During the Ongoing Activity process, cardholders reconcile their receipts to the transactions on SDOL. An additional review is completed by the department card coordinators.

Disputable items may take one of a number of forms:

- Unrecognized/unauthorized charge
- Incorrect charge amount

- Duplicate charge
- Returned item not credited

If any of these become apparent through the Billing and Payment process, the transaction may be disputable. Disputes may also be initiated when a vendor refuses to accept a return, or refuses to exchange an incorrect order.

The first step in disputing a transaction is for the cardholder to address with the merchant. If the cardholder is unsuccessful than a Transaction Dispute/Retrieval Form should be completed. Forward this form and a memo describing the situation to the Program Administrator. The Program Administrator will handle the disputed items with Fleet Bank. Be sure to check the "Dispute" box in the SDOL Financial Transaction Summary screen.

Disputed Items Best Practice

- Always inform the Program Administrator when investigating a dispute.

NOTE: The information and forms contained in these appendices may be updated from time to time. The latest revisions will always be available on the web at: http://www.hartford.gov/purchasing/P_Card.htm

Appendix A – P-Card Responsibilities

Responsibilities of the Cardholder

- Use the P-Card to purchase in accordance with policies articulated in the Cardholder Manual, Program Manual, and other materials circulated by the Program Administrator and his/her Department Card Coordinator (DCC);
- Ensure that you have enough money in an appropriate department account before you make a purchase. In most cases this means checking with your DCC;
- Ensure receipt of merchandise; follow up with vendors to resolve problems and arrange for returns, credits, etc;
- Notify your DCC if any vendor issues cannot be resolved;
- **Keep** itemized receipts **and** other itemized supporting documentation for each p-card transaction;
- Submit itemized receipts that are complete, accurate, and all-inclusive with any supporting documentation for each transaction to your DCC at least weekly;
- Note on the receipt what the item is for / where it was used;
- Detect discrepancies and dispute inaccurate transaction billings;
- Report disputed items to your Department Card Coordinator;
- Safeguard your card (card number and expiration date) at all times;
- Be responsible for all purchases made with the P-Card that displays your name;
- Obtain credit for, or repay, improper charges;
- Report lost or stolen cards to Fleet Bank immediately (1-800-782-0279);
- Participate in focus and discussion groups with the Program Administrator.

Responsibilities of the Departmental Card Coordinator (DCC)

- Receive cardholder receipts and documentation based on the processing schedule;
- Review receipts and supporting documentation ensuring that items are clearly identified, appropriate and in keeping with procurement guidelines;
- Assign expenditure accounts to each transaction based on the Processing Schedule;
- Use Smart Data Online (SDOL) to edit transactions — assign expenditure accounts, add descriptions, split transactions, etc.—on an ongoing basis;
- Reconcile Smart Data Online printout to cardholder receipts that have been turned in;
- Detect discrepancies and dispute inaccurate transaction billings;
- Report questionable activity to the Program Administrator;
- Participate in focus and discussion groups with the Program Administrator.

Responsibilities of the Department Head/Director or designee

- Periodically review card activity documentation compiled by the Department Card Coordinator for appropriate use of department budgetary funds;
- Maintain departmental policies regarding P-Card use (as necessary) and inform the Program Administrator of these policies;
- Designate an individual to assume responsibility for the timely processing of p-card transactions (Department Card Coordinator). Ensuring that there is back up staff in the event of Department Card Coordinator absence;
- Work with the Program Administrator to create and maintain a reporting hierarchy for the department;
- Receive and approve/deny employee applications to hold a P-Card;
- Work with the Program Administrator to set spending limits for cardholders and the department;
- Report questionable activity to the Program Administrator;
- Participate in focus and discussion groups with the Program Administrator.

Responsibilities of the Finance Department, Pre-Audit Division

- Receive, review, and file receipt packets and supporting reports;
- Review department-approved transactions for appropriate allocation and sufficient cash-in-fund;
- Review card activity documentation—including Smart Data Online printouts, statements, and receipts—for propriety;
- Work with the Program Administrator to set spending limits for cardholders and the department;
- Reconcile Smart Data Online printout to applicable billing statement at the end of each billing cycle;
- Generate export files from SDOL as required;

Responsibilities of the Treasurer's Department

- Monitor cash flow requirements on a weekly basis using summary transaction data accumulated through Smart Data Online (SDOL).
- Transfer funds sufficient to meet the City's obligation into the DDA set up for Fleet Bank, within 15 business days of the end of the monthly cycle.
- Reimburse Fleet Bank for the City's total card activity every cycle.

Responsibilities of the Procurement Services

- Use Smart Data Online to conduct visual audits and review transactions for compliance with purchasing and P-Card guidelines
- Review card activity for propriety
- Manage P-Card vendor relationships

Responsibilities of the Program Administrator

- Create and maintain a Citywide reporting hierarchy;
- Receive and approve/deny employee applications to hold a P-Card;
- Process changes to spending limits and MCC's as required
- Receive allegations of non-compliance and take further action as necessary;
- Receive exception reports from Fleet Bank's fraud department and take further action as necessary;
- Organize and track disputed-item claims;
- Review P-Card usage policies for effectiveness and make revisions as necessary;
- Maintain files as directed in the Program Manual;
- Develop and conduct Cardholder and Departmental Training sessions;
- Coordinate staff efforts in the Finance and Purchasing Departments;
- Main contact for Fleet Bank;
- Hold focus and discussion groups to communicate with departmental managers, staff, and cardholders.

Appendix B - Processing Schedule

Calendar Dates		Transaction Posting Dates used on SDOL Cost Allocation Detail Report (with supporting receipts)		Cardholder Receipts and Account Summary and SDOL Due to DCC	DCC Receipt Review and SDOL Cost Allocation Completed by 12:00 p.m.	Pre-Audit Download from SDOL, GL Validation, and load to SmartStream after 12:00 p.m.
From	Through	From	Through			
4/1/04	4/9/04	4/1/04	4/7/04	4/8/04	4/12/04	4/12/04
4/10/04	4/16/04	4/9/04	4/15/04	4/16/04	4/19/04	4/19/04
4/17/04	4/23/04	4/16/04	4/22/04	4/23/04	4/26/04	4/26/04
4/24/04	4/30/04	4/23/04	4/29/04	4/30/04	5/3/04	5/3/04
5/1/04	5/7/04	4/30/04	5/6/04	5/7/04	5/10/04	5/10/04
5/8/04	5/14/04	5/7/04	5/13/04	5/14/04	5/17/04	5/17/04
5/15/04	5/21/04	5/14/04	5/20/04	5/21/04	5/24/04	5/24/04
5/22/04	5/28/04	5/21/04	5/27/04	5/28/04	6/1/04	6/1/04
5/29/04	6/4/04	5/28/04	6/3/04	6/4/04	6/7/04	6/7/04
6/5/04	6/11/04	6/4/04	6/10/04	6/11/04	6/14/04	6/14/04
6/12/04	6/18/04	6/11/04	6/17/04	6/18/04	6/21/04	6/21/04
6/19/04	6/25/04	6/18/04	6/24/04	6/25/04	6/28/04	6/28/04
6/26/04	7/2/04	6/25/04	7/1/04	7/2/04	7/6/04	7/6/04
7/3/04	7/9/04	7/2/04	7/8/04	7/9/04	7/12/04	7/12/04
7/10/04	7/16/04	7/9/04	7/15/04	7/16/04	7/19/04	7/19/04
7/17/04	7/23/04	7/16/04	7/22/04	7/23/04	7/26/04	7/26/04
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8/7/04	8/13/04	8/6/04	8/12/04	8/13/04	8/16/04	8/16/04
8/14/04	8/20/04	8/13/04	8/19/04	8/20/04	8/23/04	8/23/04
8/21/04	8/27/04	8/20/04	8/26/04	8/27/04	8/30/04	8/30/04
8/28/04	9/3/04	8/27/04	9/2/04	9/3/04	9/7/04	9/7/04
9/4/04	9/10/04	9/3/04	9/9/04	9/10/04	9/13/04	9/13/04
9/11/04	9/17/04	9/10/04	9/16/04	9/17/04	9/20/04	9/20/04
9/18/04	9/24/04	9/17/04	9/23/04	9/24/04	9/27/04	9/27/04
9/25/04	10/1/04	9/24/04	9/30/04	10/1/04	10/4/04	10/4/04
10/2/04	10/8/04	10/1/04	10/7/04	10/8/04	10/12/04	10/12/04
10/9/04	10/15/04	10/8/04	10/14/04	10/15/04	10/18/04	10/18/04
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11/6/04	11/12/04	11/5/04	11/11/04	11/12/04	11/15/04	11/15/04
11/13/04	11/19/04	11/12/04	11/18/04	11/19/04	11/22/04	11/22/04
11/20/04	11/26/04	11/19/04	11/25/04	11/24/04	11/29/04	11/29/04
11/27/04	12/3/04	11/26/04	12/2/04	12/3/04	12/6/04	12/6/04
12/4/04	12/10/04	12/3/04	12/9/04	12/10/04	12/13/04	12/13/04
12/11/04	12/17/04	12/10/04	12/16/04	12/17/04	12/20/04	12/20/04
12/18/04	12/24/04	12/17/04	12/23/04	12/23/04	12/27/04	12/27/04
12/25/04	12/31/04	12/24/04	12/30/04	12/30/04	1/3/05	1/3/05
1/1/05	1/7/05	12/31/04	1/6/05	1/7/05	1/10/05	1/10/05

Appendix C – Contact Information

Contact Information

Program Administrators

Livie Spearman, Senior Principal Administrative Analyst
Procurement Services, Finance Department
City Hall
550 Main Street
Hartford, CT 06457
Phone: 860-522-4888, Extn: 6082
FAX: 860-722-6607
speal001@hartfordschools.org

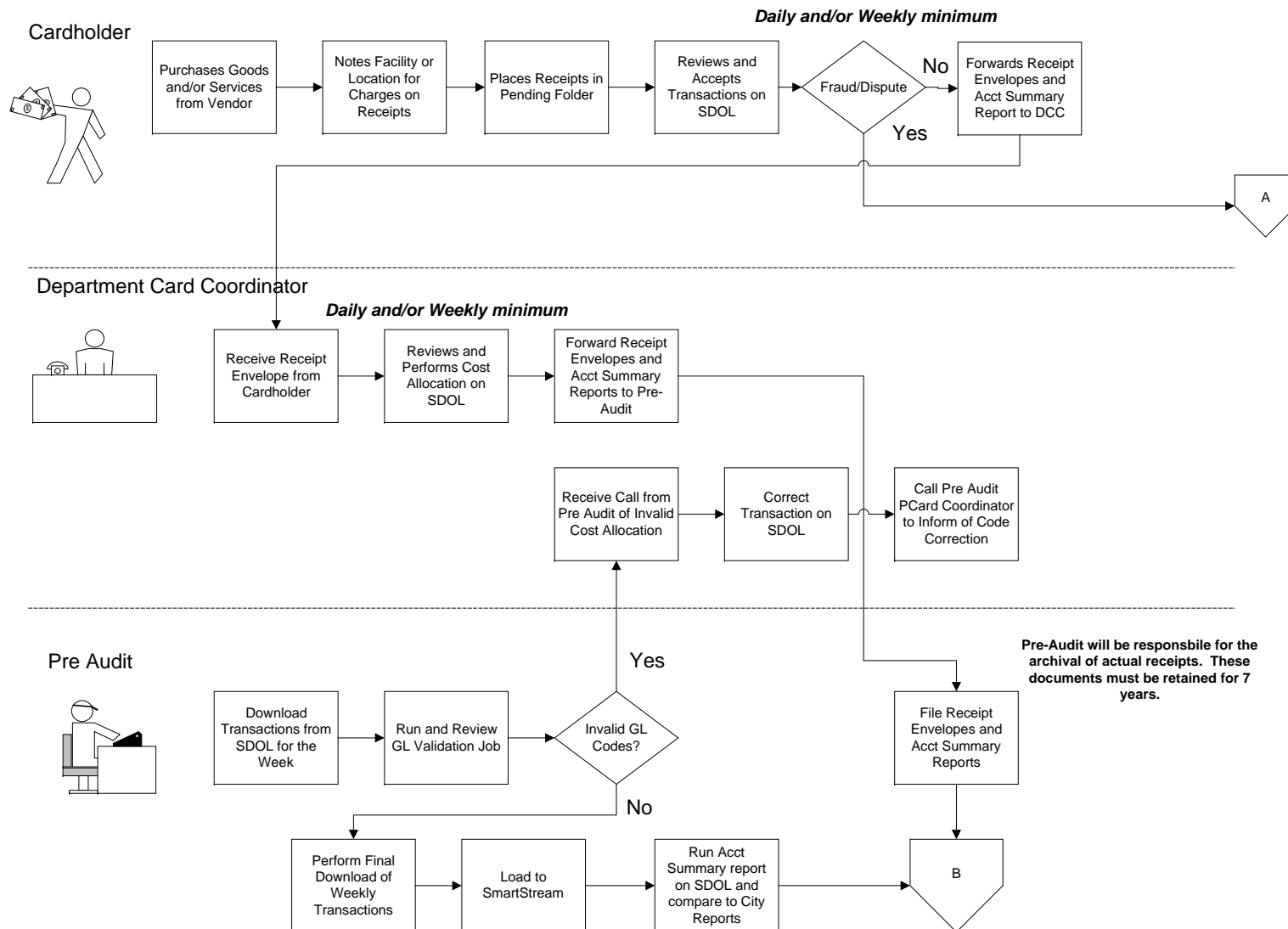
Susan Sheppard, Administrative Clerk
Procurement Services, Finance Department
City Hall
550 Main Street
Hartford, CT 06457
Phone: 860-522-4888, Extn: 6088
FAX: 860-722-6607
smsheppard@hartford.gov

Fleet Bank

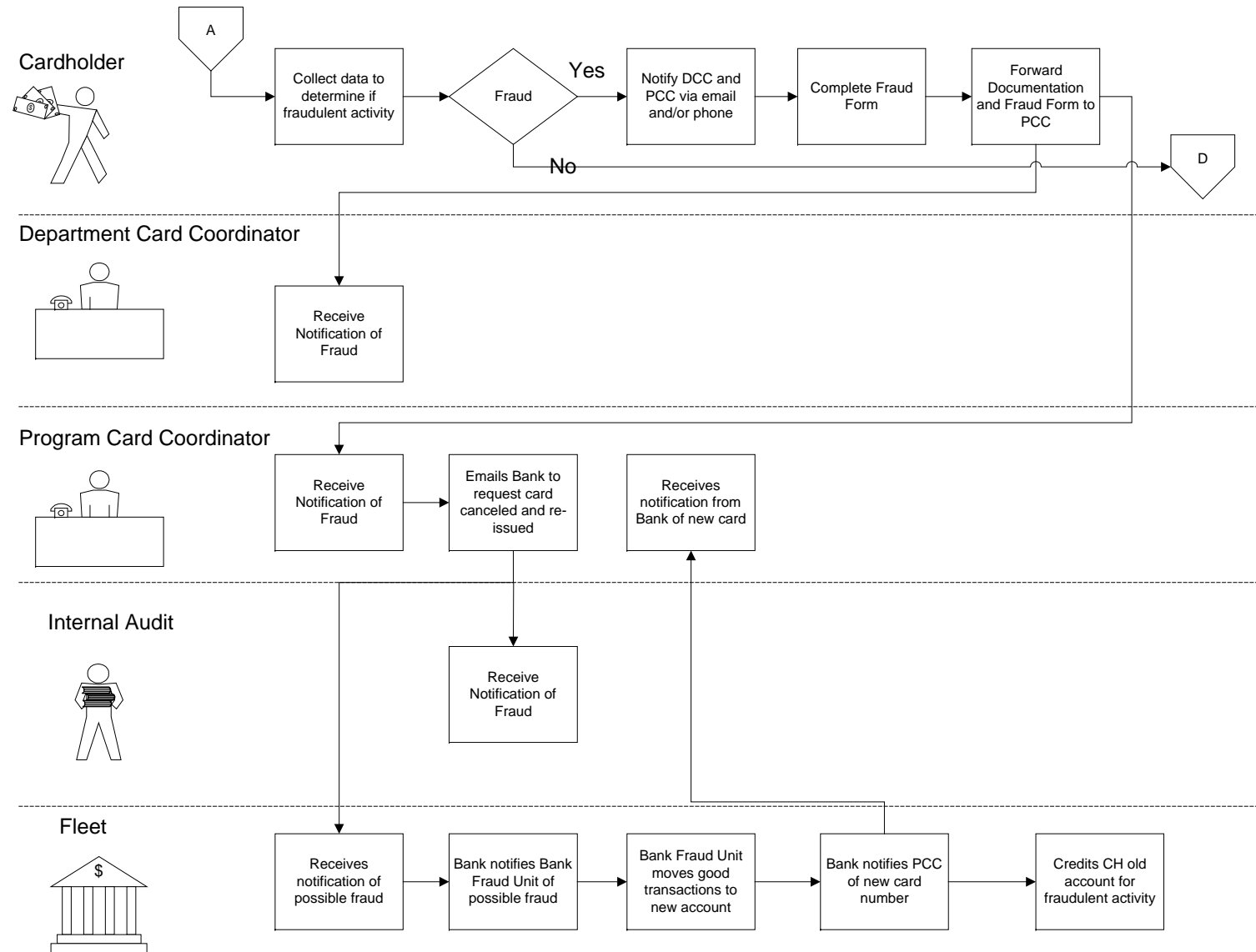
Customer Service: 1-800-332-1914
Lost and Stolen Cards: 1-800-332-1914
Card Activation: 1.800.519.1195

Appendix D – Process Flows

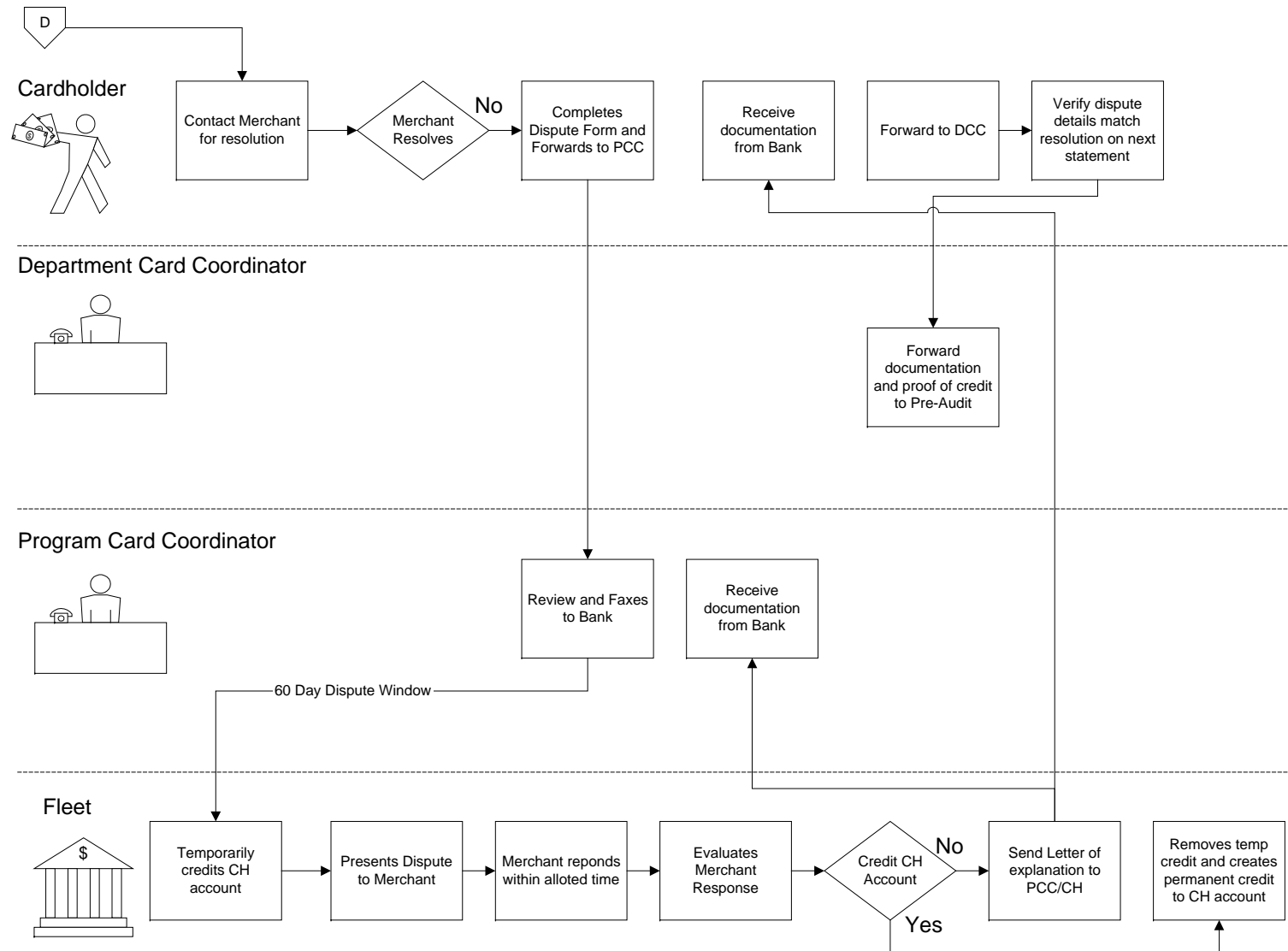
Daily/Weekly



Fraud Process



Dispute Process



Statement Reconciliation/Payment Process

